

Housing Application and Assignment Frequently Asked Questions and Answers (Q&A)

Q: When is freshmen move-in?

A: Freshmen Move-in, also known as the Big Move-in Day, is normally the Wednesday prior to the first day of classes for the fall term. Move-in for new students is tentatively scheduled to begin August 11, 2021. All residents will be required to schedule a Move-In Appointment 24 hours prior to arrival and will select from the days and times that are set. Also, check for general announcements and building-specific emails from your prospective Residence Facility Director or from the Director of Residence Life, via your campus email. *Note: Move-in for Returning/Transfer/Re-admitted students is tentatively scheduled to begin August 13, 2021 and is also done by appointment.*

Q: When will freshmen assignments be released?

A: Freshmen assignments are released on a first-come, first served basis. If you applied between March 1st and April 30th, you will receive your assignment by Memorial Day Weekend. Afterwards, assignments will be released weekly on Friday afternoons. Still, you can also visit the Housing Portal via your myTSU account and “View My Assignment.”

Q: When will returning student/ transfer student/ readmit student assignments be released?

A: Assignments for students who applied between April 1 and April 30, will be available by the third week of May; however, we will continue making assignments throughout the summer. There will be 1200 bed spaces allocated for the Self-Assignment process for Fall 2021 Returning students. Fall 2021 Transfer and Re-Admitted students, as well as Returning students beyond the first 1200 applicants, will be assigned by the Housing Office. Self-Assign participants will select from these spaces when their designated self-selection period begins. Others will be assigned manually by the housing assignments team. Still, you can also visit the Housing Portal via your myTSU account and “View My Assignment.”

When the total number of applicants reaches the available bed spaces on campus, the regular housing applications will close, and a Waiting List Application will open 48 hours (2-days) later. Students who complete a waiting list application will not be eligible to participate in the Self-Assignment process, and are not guaranteed a space on campus. Waitlist applicants will receive a room assignment once a cancellation has been received that allows us to place them in a room on campus.

Q: Where do I get my room assignment?

A: Room Assignments will be viewable online through the myTSU Housing Portal. To access it, log in, click Banner Services, then Student and then Housing, then RMS Student Web for Housing, go to your student type, then click on the “View My Assignment” button. If your assignment is ready, you will see it

there. If a roommate has also been assigned, you can view this information there as well. If any fields are blank, it means you have not yet been assigned a room or roommate. You can check back at a later date to see if it has been updated.

Q: I still have not received my housing assignment and I applied by May 1st. When will I get my assignment? [Future Question for when we reach this stage]

A: After the first batch of assignments are processed and release around the 3rd week of May, subsequent assignments will be released every Friday; however, all room assignments are viewable online, from that point onward. Log into myTSU, click Banner Services, Student, Housing, RMS Student Web, go to your student type and then click the “View my Assignment” button. If you receive a no-access message, then we have not activated the view. If you see a blank assignment, then you have not been assigned yet. We will be in touch via email, as necessary. You can also follow us on Facebook and Instagram for updates.

Q: I did not get my requested roommate. What do I do? [Future Question for when we reach this stage]

A: Applying early guarantees you a space on campus; however, does not guarantee roommate requests or requested facilities. This is determined in accord to our first-come, first served policy. Once housing becomes full and assignments have been released, we are unable to perform any room changes; however, after our no-shows and cancellations are processed, we will have a Hall Transfer Request Period from September 1st – 7th. If you have a zero balance, you can apply for a transfer at this time. Note: If you and your desired roommate(s) are participating in the Self-Assign Process, then you would assign yourselves to the same room/apartment., when the process is available to you all.

Q: I want to request a roommate. What do I do?

A1: Fall 2021 students who are Continuing from spring 2021 who apply within the first 1200 applicants (selected to Self-Assign) will be able to create an ad hoc roommate group during the Self-Assign, if they chose. Each applicant will create their unique Roommate Authorization Code, which they would share with only the person(s) they’ve agreed to be roommates. Continuing students who apply after the first 1200, will have the option to enter a roommate preference (create a roommate group) on their Fall 2021 Returning Student Application.

A2. Fall 2021 students who are New First-time Freshmen, New Transfers, or Re-admitted, can create their roommate groups on their Fall 2021 New Student and Fall 2021 Transfer/Readmitted applications, respectively.

A3. After we begin making room assignments, applicants will not be able to change their roommate preferences via the Housing Portal. They can email reslife@tnstate.edu and request a roommate change, but unless a cancellation occurs in your particular room, it is unlikely we will be able to honor it before move in. We will have a hall transfer request period September 1st-7th. After our no-shows and

cancellations are processed, we can work to place you together at that time; however, the requests are not guaranteed.

Q: I applied using the Waiting List application. Will I be assigned housing?

A: Residence Life will be in touch via email regarding the status of your application. We do not guarantee on-campus housing for anyone who apply using the Waiting List application, so we encourage you to apply as early as possible. Additionally, Waiting List applicants will not have the option to enter preferences. If you have to apply using the Waiting List application, it's a good idea to begin looking at off campus options.

Q: How long is the waiting list?

A: We cannot determine this until after the Waiting List applications are submitted and assessed. Nevertheless, it's primarily determined on the number of Cancellations, NO Shows, and Checkouts. Again, we do not guarantee housing for waiting list applicants, so we strongly suggest beginning to at least look at off campus accommodation, IF you submit a Waiting List application. We have some referrals, and will add more, to our Alternate Housing Options page at www.tnstate.edu/housing.

Q: How do I change my meal plan?

A: Keep in mind that the meal plans have rules that are defined by the residence facility in which you are assigned and your classification. Thus, some plans are not available based on those criteria. For those who are eligible to modify their meal plans, they must submit a Meal Plan Contract Amendment Form to the Office of Residence Life. If you meet the credit/facility requirement for the change and submit the form before the cut-off point (usually the last day of late registration), we will make the requested change to your meal plan and let you know once this is completed.

Q: I want to cancel my housing. How do I do this?

A: Cancellation forms are available online through myTSU. Click Banner Services, then Student, then Housing, then RMS Student Web, go to your student type, then "Cancel My Housing." Once you submit your cancellation request, it cannot be undone (un-cancelled). If you are already assigned, you should cancel before the first day of classes for the term, in order for 100% of the room fees to be removed. If you have not been assigned, you need to cancel so that we won't assign you and assess fees. There are % refund dates set by the Bursar's Office (Business Office), which are followed by the Office of Residence Life. If you cancel and later decide you want campus housing, you will have to get in the order of your new request.

Q: I am seeing a commuter meal plan on my account. What is this and how to do I get it removed?

A: The Commuter Meal Plan (\$200 Dining Dollars) is automatically assigned to off-campus residents when they register for the term. There are exceptions for those who are taking all online courses. For

more information about the Commuter Meal Plan, send an email to commutermealplan@tnstate.edu. More information can be provided by the Office of Auxiliary Services. If you will not be residing on campus, you cannot opt out of the \$200 commuter meal plan, but can request a refund of unused commuter dollars at the end of the academic year. *Note: All on-campus residents must have a meal plan.*

Q: “My parent(s) or guardian(s) work, and I will not be able to Move-in on the scheduled Move-in dates (New Freshmen-Beginning August 11th, Continuing/Transfer/Re-admit-Beginning August 13th)

A: If you cannot move in on your designated move-in date, you will not be permitted to check in early but you CAN check in late. To do so, you will need to complete the “HOLD MY ROOM” form. This is available online through the Housing Portal via myTSU. Only those who are registered will be eligible to request a late check-in.

Q: Is course registration a requirement of receiving an assignment?

A: At this time course registration is NOT a requirement of receiving an assignment but it is a requirement of residing on campus. To eliminate any issues, you should be registered for classes prior to your designated move in date. If you fail to register for classes or your classes are dropped, you are at risk of losing your housing assignment.

Q: I completed a Waiting List Application and just received an email that I won’t be accommodated. I am very upset... what do I do? [Future Question for when we reach this stage]

A: The Waiting List Application states that we do not guarantee accommodation for those who complete this application. Unfortunately, it means we have not received enough cancellations on campus to be able to place our Waiting List applicants. At this time you should look into off campus housing options. We have more information on the Nashville Apartments Index from our Alternate Housing Options page at www.tnstate.edu/housing. We will still keep your name and application on file for any cancellations received or no shows that develop. Oftentimes, spaces develop after late registration ends and unregistered residents have to vacate.